AMENDMENTS TO THE CLAIMS

The listing of claims will replace all prior versions and listings of claims in the application:

Listing of Claims:

1.   (Currently Amended)   In a data center capable of communicating with a remote enterprise network, a method for enabling a user to access network data of the remote enterprise network through a data tunnel between the data center and the remote enterprise network that operates as a virtual private network, the method comprising the acts of:

establishing a data tunnel with a remote enterprise network, the data tunnel operating as a virtual private network;

transmitting ongoing reply data to the remote enterprise network such that the data channel is kept open;

receiving a data an access request from a user for network data from the remote enterprise network;

in response to the data request, transmitting ongoing reply data to the remote enterprise network, such that a data tunnel is established between the data center and the remote enterprise network, the data tunnel operating as a virtual private network;

receiving an access request to access network data of the remote enterprise network from the user;

transmitting the access request to the remote enterprise network using the existing data tunnel;

receiving the network data from the remote enterprise network in response to the access request; and

transmitting the network data to the user.

2

2.   (Currently Amended)   A method as defined in claim 1, wherein the ~~data~~

access request is received by a designated server, and wherein the designated server is one of

multiple servers of the data center.

3.   (Currently Amended)   A method as defined in claim 2, wherein a database

of the remote enterprise network is notified which of the multiple servers is the designated

server, the designated server notifying the database when [[a]] the data tunnel is established.

4.   (Original)   A method as defined in claim 3, wherein the access request is

received by a designated telephony node of the data center, and wherein the user generates the

access request using a telephone system.

5.   (Original)   A method as defined in claim 3, wherein the access request is

received by one of multiple servers of the data center over the Internet, and wherein the access

request is generated by the user using a device connected to the Internet.

6.   (Original)   A method as defined in claim 4, wherein the designated telephony

node of the data center transmits the access request to the designated server.

7.   (Original)   A method as defined in claim 6, wherein the designated telephony

node determines which of the multiple servers is the designated server by communicating with at

least one of the multiple servers.

3

8.   (Original)   A method as defined in claim 6, wherein the designated telephony

node determines which of the multiple servers is the designated server by communicating with

the database.

9.   (Original)   A method as defined in claim 1, wherein the act of receiving an

access request to access network data of the remote enterprise network from the user further

comprises the act of authenticating the identity of the user.

10.   (Original)   A method as defined in claim 9, wherein authenticating the identity

of the user comprises the act of receiving a valid personal identification number.

11.   (Original)   A method as defined in claim 4, wherein the act of transmitting the

network data to the user includes the acts of:

transmitting the network data from the designated server to the designated

telephony node; and

transmitting the network data from the designated telephony node to the telephone

system used by the user.

12.   (Original)   A method as defined in claim 5, wherein the act of transmitting the

network data to the user includes the act of transmitting the network data from the designated

server to the device that is connected to the Internet.

4

13. (Currently Amended) In an enterprise network capable of communicating with a remote data center network, a method for enabling a user to access network data of the enterprise network through a data tunnel between the remote data center and the enterprise network that operates as a virtual private network, the method comprising the acts of

transmitting a data request to the remote data center to establish a data tunnel with the remote data center;

receiving ongoing reply data from the remote data center in response to the data request, such that [[a]] the data tunnel is established kept open between the remote data center and the enterprise network, the data tunnel operating as a virtual private network;

receiving, from the remote data center, an access request to access network data of the enterprise network, the access request having been received by the remote data center from the user and thereafter transmitted by the remote data center to the enterprise network through the pre-opened data tunnel; and

in response to the access request, transmitting the network data to the remote data center such that the user is enabled to access the network data.

14. (Original) A method as defined in claim 13, wherein the data request includes a uniform resource identifier.

15. (Original) A method as defined in claim 13, wherein the data request is transmitted through a firewall.

5

16.   (Original)   A method as defined in claim 15, wherein the data request is transmitted through a proxy server.

17.   (Original)   A method as defined in claim 13, wherein the reply data is received through port 443.

18.   (Original)   A method as defined in claim 17, wherein the reply data is received using Secure Sockets Layer protocol.

19.   (Original)   A method as defined in claim 13, wherein the reply data is received through port 80.

20.   (Original)   A method as defined in claim 13, wherein the act of transmitting the network data to the remote data center includes the acts of:

encrypting the network data to comply with Secure Sockets Layer protocol,

transmitting the network data to the remote data center through a second data tunnel, such that the transmission of the network data operates as a temporary virtual private network; and

closing the second data tunnel.

21.   (Original)   A method as defined in claim 13, wherein upon receiving the access request, the method further comprises the act of:

performing an act upon the network data.

6

22.   (Original)   A method as defined in claim 21, wherein performing an act upon

the network data includes retrieving email message data.

7

23.   (Currently Amended)   ' In a data center capable of communicating with a remote enterprise network, a method for enabling a user to access network data of the remote enterprise network through a data tunnel between the data center and the remote enterprise network that operates as a virtual private network, the method comprising the acts of:

receiving, from the remote enterprise network, a uniform resource identifier associated with a resource of a server of the data center to establish a data tunnel with the resource of the server;

in response to receiving the uniform resource identifier, invoking the resource to generate ongoing reply data and transmitting the ongoing reply data to the remote enterprise network, such that [[a]] the data tunnel is kept open established between the data center and the remote enterprise network in response to an action of the remote enterprise network, the data tunnel operating as a virtual private network;

receiving an access request to access network data of the remote enterprise network from the user;

as the ongoing reply data is being transmitted to the remote enterprise network, inserting the access request into the ongoing reply data on the pre-opened data channel and transmitting the access request to the remote enterprise network using the data tunnel;

receiving the network data from the remote enterprise network in response to the access request; and

transmitting the network data to the user.

8

24.   (Original)   A method as defined in claim 23, wherein the act of receiving the

network data from the remote enterprise network comprises the act of receiving through a second

data tunnel the network data from the remote enterprise network, the second data tunnel

operating as a temporary virtual private network is closed after the network data is received by

the data center.

25.   (Original)   A method as defined in claim 23, wherein the act of transmitting

the access request to the remote enterprise network comprises the act of transmitting the access

request using Secure Sockets Layer protocol.

26.   (Original)   A method as defined in claim 23, wherein the act of receiving an

access request to access network data of the remote enterprise network from the user further

comprises the act of authenticating the identity of the user.

27.   (Original)   A method as defined in claim 26, wherein authenticating the

identity of the user comprises the act of receiving a valid personal identification number.

28.   (Currently Amended)   A computer program product for implementing in a

data center a method for enabling a user to access network data of a remote enterprise network

through a data tunnel between the data center and the remote enterprise network that operates as

a virtual private network, the computer program product comprising:

a computer-readable medium carrying computer-executable instructions for

implementing the method, the computer-executable instructions comprising:

program code means for establishing a data tunnel with a remote

enterprise network, the data tunnel operating as a virtual private network;

transmitting ongoing reply data to the remote enterprise network such that

the data channel is kept open;

program code means for receiving ~~a data~~ an access request from a user for

network data from the remote enterprise network;

~~program code means for transmitting, in response to the data request,~~

~~ongoing reply data to the remote enterprise network, such that a data tunnel is~~

~~established between the data center and the remote enterprise network, the data~~

~~tunnel operating as a virtual private network;~~

~~program code means for receiving an access request to access network~~

~~data of the remote enterprise network from the user;~~

program code means for transmitting the access request to the remote

enterprise network using the existing data tunnel;

program code means for receiving the network data from the remote

enterprise network in response to the access request; and

program code means for transmitting the network data to the user.

10

29.   (Original)   A computer program product as defined in claim 28, wherein the computer-executable instructions further comprise program code means for authenticating the identity of the user.

30.   (Original)   A computer program product as defined in claim 28, wherein the computer-executable instructions further comprise program code means for enabling telephony nodes of the data center to receive the access request and to transmit the access request to a designated server, wherein the designated server is transmitting the ongoing reply data to the remote enterprise network.

31.   (Original)   A computer program product as defined in claim 30, wherein the designated server is one of multiple servers of the data center, and wherein the user generates the access request using a telephone system.

32.   (Original)   A computer program product as defined in claim 28, wherein the computer-executable instructions further comprise program code means for caching a copy of network data in a database of the data center.

33.   (Original)   A computer program product as defined in claim 32, wherein the computer-executable instructions further comprise program code means for transmitting the cached copy of the network data to the user in response to receiving the access request from the user.

11

34.   (Currently Amended)   In an enterprise network capable of communicating with a remote data center, a method for enabling a user to manipulate network data of the enterprise network through a data tunnel between the remote data center and the enterprise network that operates as a virtual private network, the method comprising the acts of

transmitting a data request to the remote data center to establish a data tunnel with the remote data center;

receiving ongoing reply data from the remote data center in response to the data request, such that [[a]] the data tunnel is established kept open between the remote data center and the enterprise network, the data tunnel operating as a virtual private network;

receiving, from the remote data center, a user request for an act to be performed on network data of the enterprise network, the user request having been received by the remote data center from the user and thereafter transmitted by the remote data center to the enterprise network through the pre-opened data tunnel; and

upon receiving the user request, performing the act on network data of the enterprise network.

35.   (Previously Presented)   A method as defined in claim 34, wherein performing an act upon the network data includes deleting email.

36.   (Previously Presented)   A method as defined in claim 35, wherein performing an act upon the network data includes faxing the network data to the user.

12

37.   (Previously Presented)   A method as defined in claim 35, ~~wherein~~ performing an act upon the network data includes retrieving a web page.

38.   (Previously Presented)   A method as defined in claim 35, ~~wherein~~ performing an act upon the network data includes retrieving email messages.

13

39. (Currently Amended)   In a data center capable of communicating with a remote enterprise network, a method for enabling a user to access network data of the remote enterprise network through a data tunnel between the data center and the remote enterprise network that operates as a virtual private network, the method comprising ~~the acts of~~:

establishing a data tunnel with a remote enterprise network;

transmitting ongoing reply data to the remote enterprise network to keep the data tunnel open;

receiving network data from the remote enterprise network through ~~a temporary~~ the data tunnel that is established between the data center and the remote enterprise network, the ~~temporary~~ data tunnel operating as a virtual private network;

caching a copy of the network data in a database of the data center;

receiving an access request to access network data of the remote enterprise network from the user;

retrieving the network data from the database in response to the access request; and

transmitting the network data to the user.

40. (Original)   A method as defined in claim 39, wherein the network data of the enterprise network is disconnected from the enterprise network after the network data is received by the data center.

14

41.   (Original)   A method as defined in claim 39, wherein the network data of the enterprise network is disconnected from the user after the network data is received by the data center.

42.   (Original)   A method as defined in claim 39, wherein the user determines what network data is transmitted to the data center, and wherein the user determines what network data is cached in the database.

43.   (Original)   A method as defined in claim 39, wherein the act of receiving an access request to access network data of the remote enterprise network from the user further comprises the act of authenticating the identity of the user.

44.   (Original)   A method as defined in claim 39, wherein the access request comprises a command to update network data.

45.   (Previously Presented)   A method as defined in claim 44, further comprising the acts of updating the cached copy of network data, and transmitting update information to the enterprise network.

15

46.   (Previously Presented)   A method as defined in claim 39, further

comprising:

receiving a data request from the remote enterprise network; and

in response to the data request, transmitting ongoing reply data to the remote

enterprise network, such that a data tunnel is established between the data center and the

remote enterprise network, the data tunnel operating as a virtual private network.

47.   (Previously Presented)   A method as defined in claim 46, wherein the

access request comprises a command to update network data.

48.   (Previously Presented)   A method as defined in claim 47, further

comprising the acts of updating the cached copy of network data, and transmitting update

information to the enterprise network within the ongoing reply data.

16